

TABLE OF CONTENTS

| | |
|--|--|
| Introduction | Deferred Payment Agreement |
| Statement of Consumer Rights And Responsibilities | Electrical Service Schedule No 1 |
| Eligibility for Service | Restrictions on Termination |
| Deposits | Notice of Intent to Disconnect Electrical Service |
| Billing Cycle | Consumer Requested Termination |
| Bill Payment | Theft of Electric Energy |
| Estimated Billing | Multiple Service Not Allowed |
| Information Contained On Your Bill | Address & Telephone Numbers of Brigham City Corporation |
| Termination of Electrical Service | |

BRIGHAM CITY LIGHT AND POWER WANTS YOUR FEEDBACK!

Customer Survey:

How are we doing on: 5=Good 1=Poor

Power Hookups 5 4 3 2 1

Restoration of Power 5 4 3 2 1

Courtesy of Staff 5 4 3 2 1

Powerline Maintenance 5 4 3 2 1

(Tree Trimming)

Comments: _____

INTRODUCTION

Dear Brigham City Corporation Members

This pamphlet is intended to acquaint you with the practices and procedures of Brigham City Corporation in regard to residential electric service.

If you have any questions regarding the information contained in the pamphlet or wish to seek other information relative to your electric service, please call Brigham City Corporation at 435-734-6627 and speak to Colleen Phillips. You may also obtain information on our website. As of September 1, 2005 the website address will be www.brighamcity.utah.gov.

If Brigham City Corporation's rates are changed you will be notified. Copies of all of Brigham City's rate schedules are available for inspection at City Hall.

This pamphlet describes, in summary form, the manner in which Brigham City Corporation will apply the Utah Residential Utility Service Regulations, which has been set forth by the Mayor and Council of Brigham City.

Brigham City light and power has serviced the residents of Brigham for over 100 years. The Electrical Department adheres to Brigham City's mission statement:

"To enhance the quality of life by providing municipal services, protecting life and property with fiscal responsibility, while preserving our heritage for the citizens of Brigham City"
This IS The Place!

Alan Wright
Public Power Director

STATEMENT OF CONSUMER RIGHTS AND RESPONSIBILITIES

The Mayor and City Council of Brigham City have established rules about consumer/cooperative relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service shut-offs, and other matters. These rules assure consumers of certain **rights** and outline consumer **responsibilities**.

YOUR RIGHTS:

- To be provided service if you are a qualified applicant.
- To be offered at least two 6 month deferred payment plans if you have a financial emergency. (Residential customers get two, commercial customers get one **only**.)
- To receive a hand delivered notice giving you two days warning before service is shut off for non-payment.
- To receive continued service for a reasonable time if you provide proof that a medical emergency exists in your home. A Doctor's statement must be provided for life support only.
- To have a hearing when other attempts to resolve a dispute have failed.

YOUR RESPONSIBILITY:

- Use utility services safely and pay for them promptly.
- Contact Brigham City Corporation about payment, service, safety, billing or other customer service problems.
- Notify Brigham City Corporation about meter reading, billing, or other errors
- Contact Brigham City Corporation when you anticipate a payment problem to attempt to develop a payment plan
- Notify Brigham City Corporation when you are moving to another residence.
- Notify Brigham City Corporation, in person, about stopping service in your name or about stopping service altogether. You must sign a work order to start & stop service.
- Permit access for meter readers and other essential cooperative personnel and equipment. Customers must provide access to electric meters per city ordinance.

ADDRESSES AND TELEPHONE NUMBERS OF BRIGHAM CITY CORPORATION

Main Office
20 N Main
Brigham City, UT 84302

(435)734-6600

For Questions – 435-734-6627

ELIGIBILITY FOR SERVICE

All outstanding debts for past service that are owed to Brigham City Corporation by the applicant must be paid before a service will be connected.

DEPOSITS

A \$100 security deposit will be required from all new customers who rent or lease on Brigham City Corporation system. The deposit is an up front charge and must be paid before service is given.

Any customer whose electric service is terminated due to nonpayment of bills is required to pay a reconnect fee of \$50 plus all past due amounts (*in full*) before service is restored.

If you move and no longer use electricity supplied by Brigham City Corporation, the corporation will apply the deposit to your final bill and refund any remaining amount.

BILLING CYCLE

All permanent, continuous service customers will be billed on a monthly cycle of approximately 30 days. The bill will cover service used as indicated from the previous reading date to the present reading date plus any previous balance or other charges. Billings are done in four cycles, three residential and 1 commercial. You are billed one month in arrears.

BILL PAYMENT

Your bill may be paid by mail, in person, or dropped in the night depository box located in the east parking lot at City Hall or the drop box located inside Wells Fargo Bank. In order to establish and keep a good credit record, your bill should be paid within 20 days of the date it was prepared. After 20 days, it will be considered past due. There *is no grace period*. A late fee of .083% per month or 1% per year is charged on all unpaid balances.

ESTIMATED BILLING

It is the normal policy of Brigham City Corporation to bill from actual meter readings. However, if good reason exists, the Corporation may estimate the service used and bill you, based on this estimation. Good reasons may include inclement weather, times when the meter reader is unable to gain access to the meter (after making a reasonable attempt), a specific request by you, and other circumstances beyond the control of Brigham City Corporation and its employees.

The estimated bills will be based upon your prior usage. Any difference between the estimate and your actual usage will be reflected in your next bill following an actual meter reading.

You are responsible for providing safe and reasonable access to meters so that monthly readings may be made. If the meter is located behind a locked door or gate or if some hazardous condition exists, some provision must be made to allow the meter reader access to the meter.

INFORMATION CONTAINED ON YOUR BILL

The following information will be contained on your bills:

- The consumer's name, address and account number
- The dates and meter readings at the beginning and end of the period for which the bill is issued
- The number of kilowatt-hours (KWH) and the charge for their use
- The meter multiplier used, if applicable
- The yard light charge, if applicable
- The previous balance and payments received or credits to the account since the last billing
- The date by which the bill must be paid to avoid delinquency
- Sales tax and applicable municipal taxes
- The total amount due
- Phone numbers of the offices where any questions you may have can be answered

TERMINATION OF ELECTRIC SERVICE

Your electric service may be terminated for the following reasons:

- Nonpayment of a past-due account
- Failure to comply with the terms of a deferred payment agreement
- Unauthorized use of or diversion of residential service or tampering with wires, pipes, meters, or other equipment
- Improper or unsafe wiring
- Furnishing of false information in connection with obtaining service
- Failure to pay a required security deposit
- Failure to provide valid identification when required
- Failure to provide access to the meter

A delinquent account, accrued prior to the commencement of a divorce or separate maintenance action in the courts, in the name of a former spouse who was the principal wage earner cannot be the basis for non-eligibility for service of an applicant or for termination of the current account holder's service.

DEFERRED PAYMENT AGREEMENT

If you are unable to pay a past-due account balance, you have the right to continue to receive electric service under a deferred payment agreement.

A deferred payment agreement is a written agreement between you and Brigham City Corporation that obligates you to pay your current bills and the past-due balance of your account on a monthly basis. You must pay one-half of your past-due balance to go on the deferral. The remainder of the past-due balance is divided by six. You pay current charges plus one-sixth of the past-due balance monthly over a period of six months.

If you default on the terms of a deferred payment agreement, Brigham City Corporation will have the right to terminate electric service. In accordance with termination terms, the Office of Social Services will be notified if both services are disconnected and if residence is occupied.

ELECTRIC SERVICE - SCHEDULE No. 1

RESIDENTIAL SERVICE

AVAILABILITY: At any point on the City's interconnected system where there are facilities of adequate capacity.

APPLICATION: This schedule is for alternating current supplied at approximately 120 or 240 volts through one kilowatt hour meter at a single point of delivery for all electric service required on the premises for residential purposes.

When conditions are such that service is supplied through one meter to more than one dwelling or apartment unit, the charge for such service will be computed by multiplying the number of KWH in each block and the minimum charges by the maximum number of dwelling or apartment units that may be served.

When a portion of a dwelling is used regularly for business, professional, or other gainful purposes, and 50 percent or more of the electrical energy supplied to that dwelling is being used for residential purposes, the premises shall be subject to residential rates. If 50 percent or more of the electrical energy supplied to the premises is used for other than residential purposes, the premises shall be classified as non-residential and electric service shall be provided under the appropriate non-residential schedule.

MONTHLY BILL:

Rate: 7.75 cents per kwh for all KWH Minimum: \$5.03 for single phase service

RESTRICTIONS ON TERMINATION

When someone living in your residence is seriously ill, on oxygen or life support, as confirmed by a physician's statement, Brigham City Corporation will not terminate service or will restore terminated service for the period set forth by the physician. The person whose health is threatened may petition Brigham City Corporation for an extension of time.

Brigham City Corporation will not terminate service to your residence if someone living in the residence is known to be using an iron lung, respirator, dialysis machine, or other life-supporting equipment. Upon your filing written notice with Brigham City Corporation, meter boxes will be identified where such equipment is used.

NOTICE OF INTENT TO DISCONNECT ELECTRICAL SERVICE

Two calendar days (48 hours) before proposed termination of any electric service the user will be notified by a shutoff notice on the front door as follows:

NAME
ADDRESS

ACCOUNT NUMBER
DATE

Your Utility Account is Past Due and services are subject to SHUT OFF. Your immediate payment of this bill will insure continuous services. Service will be discontinued unless payment is received in our office BEFORE 5:00 pm (Date). Your total balance is (Amount). **The amount past due is:** (Amount).

SHOULD SERVICES BE DISCONTINUED

Before services shall be provided, all delinquencies must be paid in FULL together with a \$50.00 reconnection fee. An additional \$100.00 will be charged for an after-hour reconnect. If you disagree with any part of this notice or believe you have a valid reason why the electricity should not be turned off, contact the City Offices BEFORE THE SHUT OFF DATE.

By order of the Mayor and City Council

CONSUMER REQUESTED TERMINATION

Customers can terminate service in person by signing a work order as long as they come to the office in City Hall by 3:00 pm, Monday through Friday. The service cannot be backdated.

DISPUTED BILL

If you have a dispute concerning your bill, please contact us and we will do our best to resolve the question. If the dispute is not resolved at this time, you may request an informal review by the Director of Public Power or the Mayor of Brigham City.

THEFT OF ELECTRIC ENERGY

Whenever a meter or service is found that has been intentionally altered so as not to properly register the kilowatt hours used, it will be considered theft of energy. The service will be disconnected immediately. The user of the service will be required to fully compensate Brigham City Corporation prior to reconnection. Legal action may also result.

MULTIPLE SERVICES NOT ALLOWED

Brigham City Corporation's electrical rate schedules are based on serving one single residence, trailer or business from one kilowatt hour meter. Extension cords from a residence to a trailer are not allowed.

ADDRESSES AND TELEPHONE NUMBERS OF BRIGHAM CITY CORPORATION

Main Office
20 N Main
Brigham City, UT 84302

(435)734-6600